

Claims

1. A method of forwarding messages among peripherals of an automatic call distributor, such method comprising the steps of:

5 forming a message table in a first peripheral of the automatic call distributor; and

forwarding a message from the first peripheral to a second peripheral of the automatic call distributor based upon a content of the message table.

10 2. The method of reducing message traffic as in claim 1 further comprising entering an identifier of a message to be forwarded into the formed message table in the peripheral.

15 3. The method of reducing message traffic as in claim 2 wherein the step of entering the identifier of the message further comprises entering a corresponding destination identifier to the entry.

20 4. The method of reducing message traffic as in claim 3 wherein the step of entering the identifier further comprising providing a reference to a line of a message matrix.

25 5. The method of reducing message traffic as in claim 4 wherein the step of sending the list of unnecessary messages further comprises storing the list in said table of the automatic call distributor.

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6. The method of reducing message traffic as in claim 5 further comprising forming a message for transmission to a set of peripherals, including said peripheral.

5 7. The method of reducing message traffic as in claim 6 wherein the step of forming a message for transmission to a set of peripherals further comprises retrieving an identifier of said peripheral of the set of peripherals.

10 8. The method of reducing message traffic as in claim 7 wherein the step of retrieving an identifier of said peripheral of the set of peripherals further comprises retrieving the list of unnecessary messages from said
15 table based upon said identifier of said peripheral.

9. The method of reducing message traffic as in claim 8 wherein the step of retrieving the list further comprises comparing an identifier of the message with
20 the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.

10. The method of reducing message traffic as in claim 9 wherein the step of comparing the identifier of the
25 message with the list of unnecessary messages further comprises discarding the message when a match is found between the identifier of the message and an entry of the list of unnecessary messages.

30 11. Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:

means for forming a message table adapted to control messages forwarded to a peripheral of the automatic call distributor; and

means for amending the table upon startup of the
5 peripheral.

12. The apparatus for reducing message traffic as in claim 11 further comprising means for forming a list of identifiers of unnecessary messages in the peripheral
10 upon startup.

13. The apparatus for reducing message traffic as in claim 12 wherein the means for forming the list of unnecessary messages further comprises means for
15 retrieving the list from memory.

14. The apparatus for reducing message traffic as in claim 13 further comprising means for sending the list of unnecessary messages to the automatic call
20 distributor.

15. The apparatus for reducing message traffic as in claim 14 wherein the means for sending the list of unnecessary messages further comprises means for
25 storing the list in said table of the automatic call distributor.

16. The apparatus for reducing message traffic as in claim 15 further comprising means for forming a message
30 for transmission to a set of peripherals, including said peripheral.

17. The apparatus for reducing message traffic as in claim 16 wherein the means for forming a message for transmission to a set of peripherals further comprises means for retrieving an identifier of said peripheral
5 of the set of peripherals.

18. The apparatus for reducing message traffic as in claim 17 wherein the means for retrieving an identifier of said peripheral of the set of peripherals
10 further comprises means for retrieving the list of unnecessary messages from said table based upon said identifier of said peripheral.

19. The apparatus for reducing message traffic as in claim 18 wherein the means for retrieving the list further comprises means for comparing an identifier of the message with the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.
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20. The apparatus for reducing message traffic as in claim 19 wherein the means for comparing the identifier of the message with the list of unnecessary messages further comprises means for discarding the message when
25 a match is found between the identifier of the message and an entry of the list of unnecessary messages.

21. Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:
30 a message table within a memory of the automatic call processor adapted to control messages forwarded to a peripheral of the automatic call distributor; and

a message processor adapted to amend the table upon startup of the peripheral.

22. The apparatus for reducing message traffic as in
5 claim 21 further comprising a table within a memory of
the peripheral adapted to form a list of identifiers of
unnecessary messages in the peripheral upon startup.

23. The apparatus for reducing message traffic as in.
10 claim 22 wherein the table for forming the list of
unnecessary messages further comprises a peripheral
processor adapted to retrieve the list from memory.

24. The apparatus for reducing message traffic as in
15 claim 23 further comprising a communication processor
adapted to send the list of unnecessary messages to the
automatic call distributor.

25. The apparatus for reducing message traffic as in
20 claim 24 wherein the communication processor adapted to
send the list of unnecessary messages further comprises
a receiving processor adapted to storing the list in
said table of the automatic call distributor.